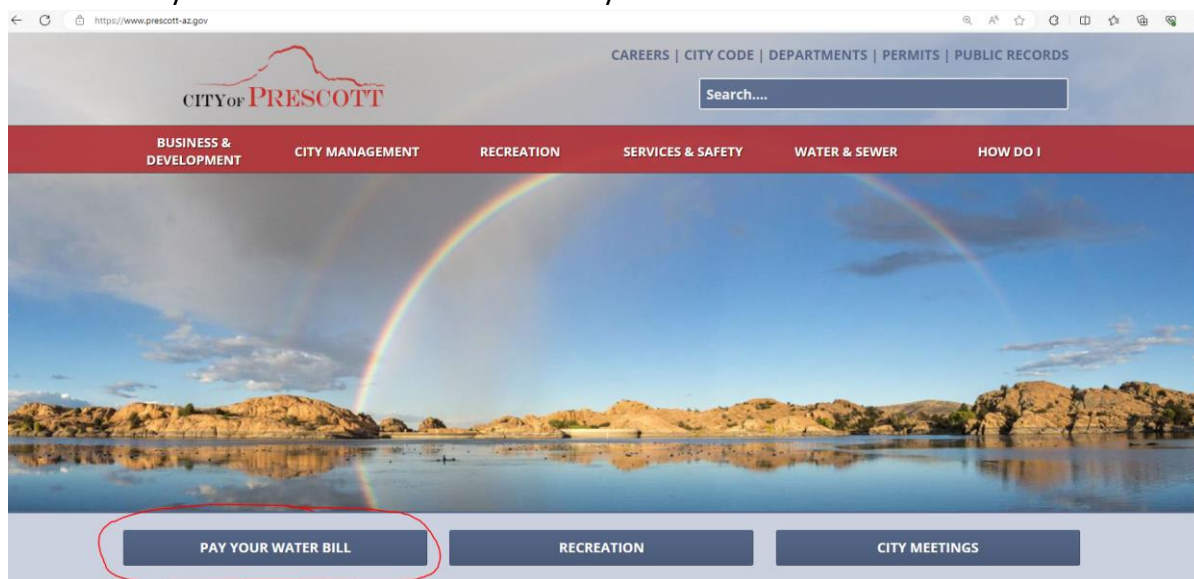


## Online Account Sign Up Instructions:

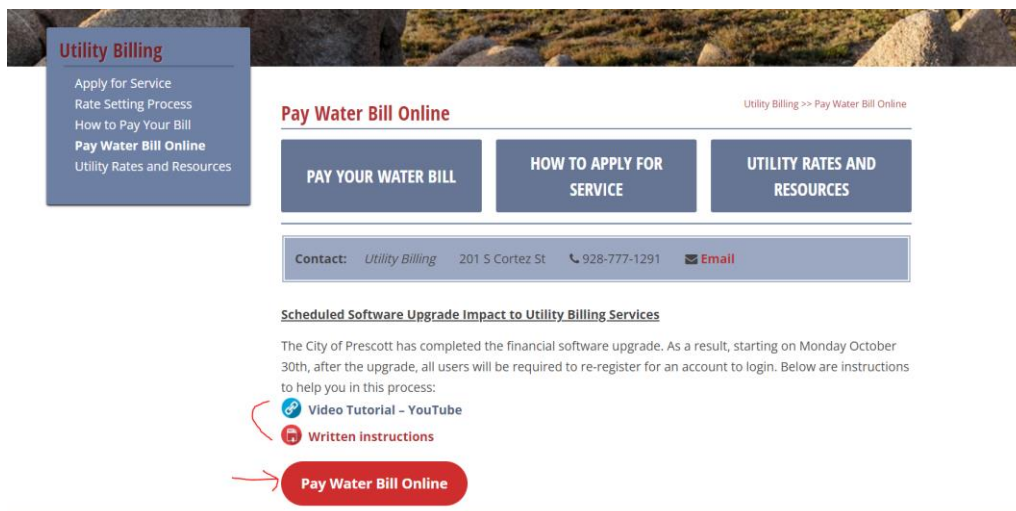
Instructions for setting up and logging in for the first time to an online account to view your bill, update accounting information, sign up for EFT, and pay your bill with a debit/credit card.

**Note:** The City has completed a financial software upgrade. As a result, all users will be required to register or register for an account using this process starting on October 30<sup>th</sup>, even if you have had an account set up previously.

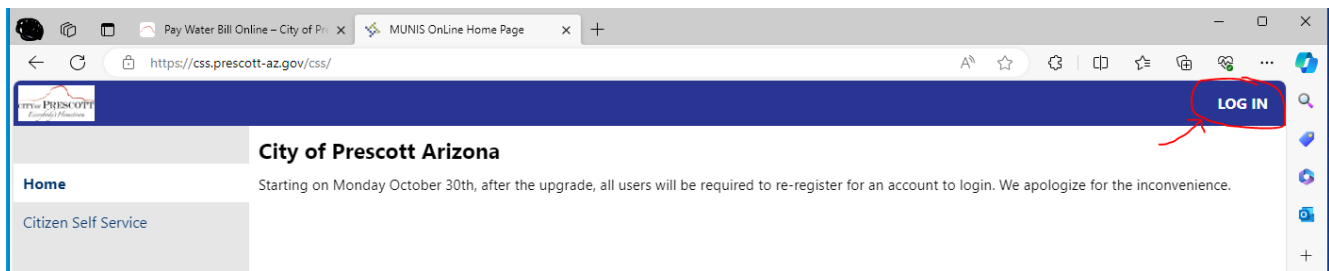
1. From the City of Prescott's website click on Pay Your Water Bill.



2. It will direct you to an information page where you can find these instructions and a tutorial video to help you register for the first time. When you are ready, click on Pay Water Bill Online.



3. This will direct you to the Citizen Self Service website. From there click LOG IN.



4. To Login for the first time you have two options to authenticate your account. Either sign in with 1) Google, Apple, Microsoft or Facebook, or 2) Any email address. With option 1), you will use the streamlined approach with either Google's, Apple's, Microsoft's or Facebook's method of authentication and you will not need to separately verify your email address. Using option 1) go to step 5 as an example. If using option 2, skip step 5 and go to step 6.

**Notice:** If you choose to sign in with #1 Google, Apple, Microsoft or Facebook, you must ALWAYS use that option to log in (not the email address and password option).

**Also,** for users who had an online account prior to October 30, 2023: If possible, use the same email here as your previous login for your online account before the upgrade, the system will attempt to match the two accounts and you might not need to do step #7 to link accounts.

A screenshot of the login page for the City of Prescott. The page title is 'Sign in to community access services for City of Prescott.' There are four social media login buttons: 'Sign in with Google', 'Sign in with Apple', 'Sign in with Microsoft', and 'Sign in with Facebook'. A red bracket is drawn around these four buttons. Below these buttons is an 'OR' separator. Under the 'OR' separator is an 'Email address' label and a text input field. Below the input field is a checkbox labeled 'Keep me signed in'. At the bottom of the form is a blue 'Next' button. Below the 'Next' button are two links: 'Unlock account?' and 'Help'. At the very bottom, there is a link 'Don't have an account? Sign up' where 'Sign up' is circled in red and has a handwritten '2' above it.

## 5. Sign in with Google example:

Enter your google email or phone number you have setup with Google. Then you will be prompted for your password.

Sign in with Google

Sign in

to continue to [tylerportico.com](#)

Email or phone

[Forgot email?](#)

To continue, Google will share your name, email address, language preference, and profile picture with [tylerportico.com](#). Before using this app, you can review [tylerportico.com's privacy policy](#) and [terms of service](#).

[Create account](#) [Next](#)

English (United States) Help Privacy Terms

Sign in with Google

Welcome

[@gmail.com](#)

Enter your password

☐ Show password

To continue, Google will share your name, email address, language preference, and profile picture with [tylerportico.com](#). Before using this app, you can review [tylerportico.com's privacy policy](#) and [terms of service](#).

[Forgot password?](#) [Next](#)

English (United States) Help Privacy Terms

Google will then push a verification to your phone or click [Try another way](#) if you prefer another method of verification such as text message.

Sign in with Google

2-Step Verification

To help keep your account safe, Google wants to make sure it's really you trying to sign in

[@gmail.com](#)

Check your Galaxy

Google sent a notification to your Galaxy Tap **Yes** on the notification to verify it's you.

☒ Don't ask again on this device

[Resend it](#)

[Try another way](#)

6. The other sign up option is to click on the sign up link at the bottom of the prompt.

OR

Email address

☐ Keep me signed in

Next


[Unlock account?](#)

[Help](#)

Don't have an account? [Sign up](#)

From there, you enter your email, first name, last name and a password following the requirements presented.

**Notice:** for users who had an online account prior to October 30, 2023: If possible, use the same email here as your previous login for your online account before the upgrade, the system will match the two accounts and you might not need to do step #7 to link accounts.



Sign up

Email

First name

Last name

Mobile phone Optional

Password

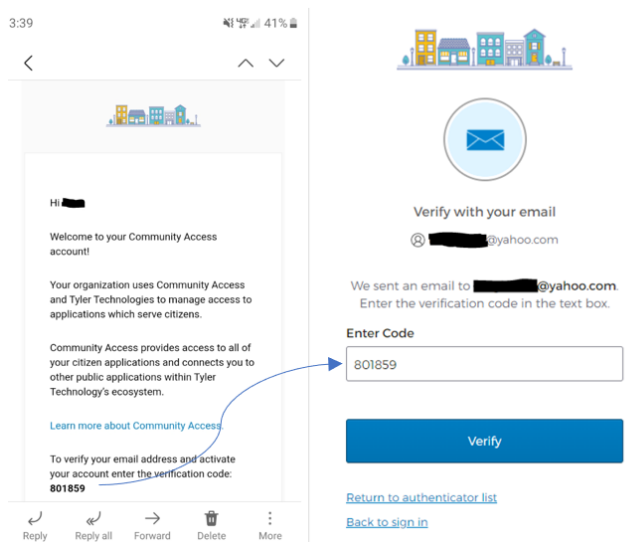
Password requirements:

- At least 8 characters
- A lowercase letter
- An uppercase letter
- A number
- No parts of your username
- Password can't be the same as your last 10 passwords

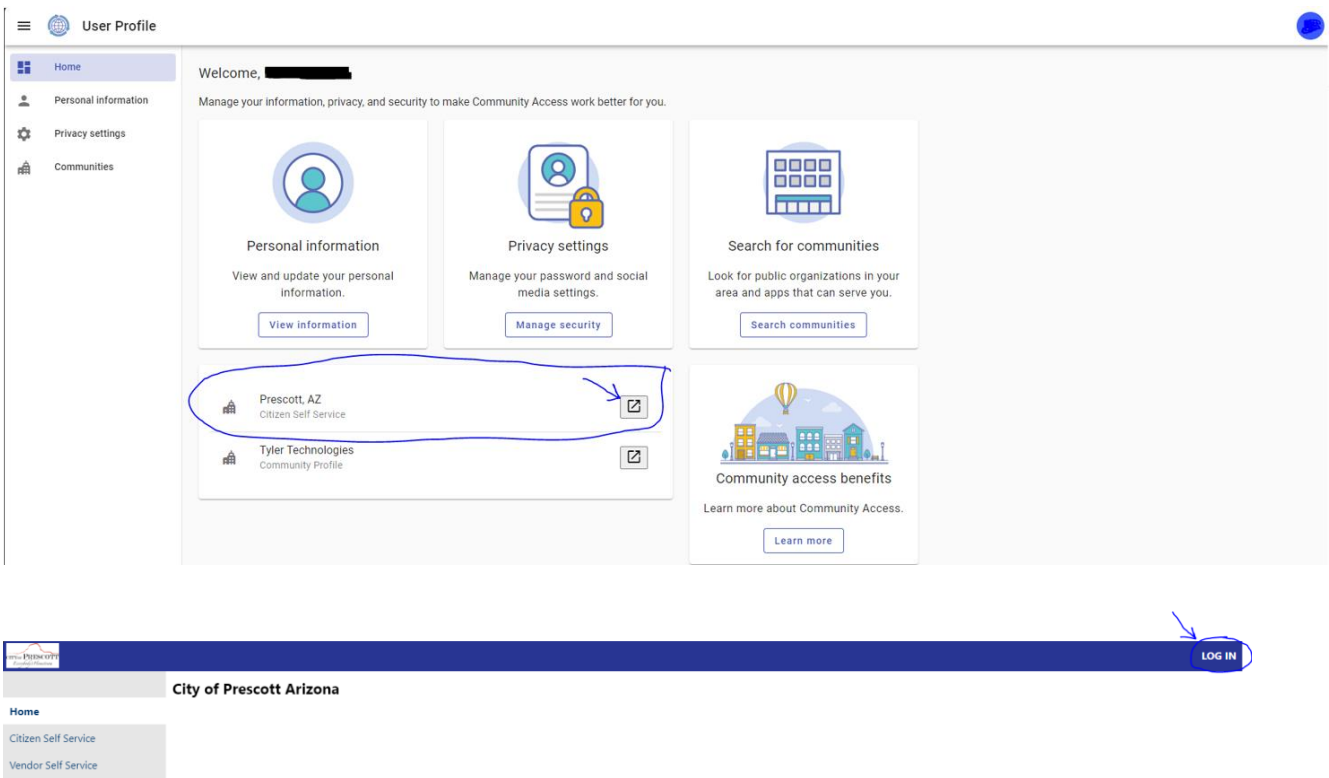
Sign Up

[Already have an account?](#)


The system will then send you a verification code in to the email address you entered. Use that code from the email and enter it into the blank box, then click Verify.




After you enter the code, some web browsers will direct you a User Profile page or the Account Settings. If you see a User Profile image like below, will have to click on the Prescott, AZ Citizen Self Service link, then click Log In. If you see Account Settings, go directly to Step 7.



7. Once logged in by either step #5 or #6, you will need to link your Utility Account to your profile. You will need your full 10 digit account number, which is on your Utility Bill:

 <b>CITY OF PRESCOTT</b> 201 S. CORTEZ ST PRESCOTT, AZ 86303-3989 <b>Forwarding Service Requested</b>	<b>CITY OF PRESCOTT UTILITY STATEMENT</b>	Bill Number	3902726
		Account Number	<b>1234567890</b>
		Past Due Amount	\$0.00
		Current Amount	\$141.34
		<b>TOTAL AMOUNT DUE</b>	<b>\$141.34</b>
		Amount Paid	
		<b>Payment Due Date</b>	<b>09/29/2023</b>
		Email Address	


First click on the link to account hyperlink.

 Home Citizen Self Service Vendor Self Service	<b>Account Settings</b>							
	<b>Account Information</b>							
	Now logged in as [REDACTED]@GMAIL.COM							
	Last successful login 9/20/2023							
	E-Mail address [REDACTED]@gmail.com							
	<b>Linked Accounts</b>							
	<p>Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.</p> <table><tr><td><b>Utility Billing Accounts</b></td><td></td></tr><tr><td><b>Account</b></td><td><b>Customer</b></td></tr><tr><td colspan="2">There are currently no linked accounts</td></tr><tr><td colspan="2"><a href="#">Go To Module Homepage</a></td></tr></table>	<b>Utility Billing Accounts</b>		<b>Account</b>	<b>Customer</b>	There are currently no linked accounts		<a href="#">Go To Module Homepage</a>
<b>Utility Billing Accounts</b>								
<b>Account</b>	<b>Customer</b>							
There are currently no linked accounts								
<a href="#">Go To Module Homepage</a>								

Or if you didn't link immediately, the screen may look like this "Profile information not found"

 Home Citizen Self Service Utility Billing	<b>Welcome to Citizen Self Service</b>
	<b>Announcements</b>
	WELCOME TO THE CITY OF PRESCOTT CITIZEN SELF-SERVICE WEBSITE
	<b>Profile Information</b>
	Profile information not found.

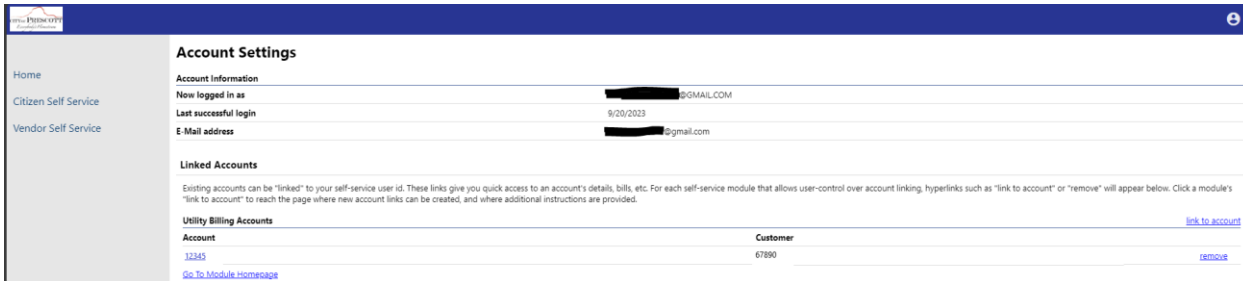
If so, you must first click on Utility Billing then Link to Account.

 Home Citizen Self Service <b>Utility Billing</b> Accounts Contact Us	<b>Utility Billing Accounts</b>
	Select an account to work with.
	<b>Linked accounts</b>
	No Utility Billing accounts have been linked to this user.

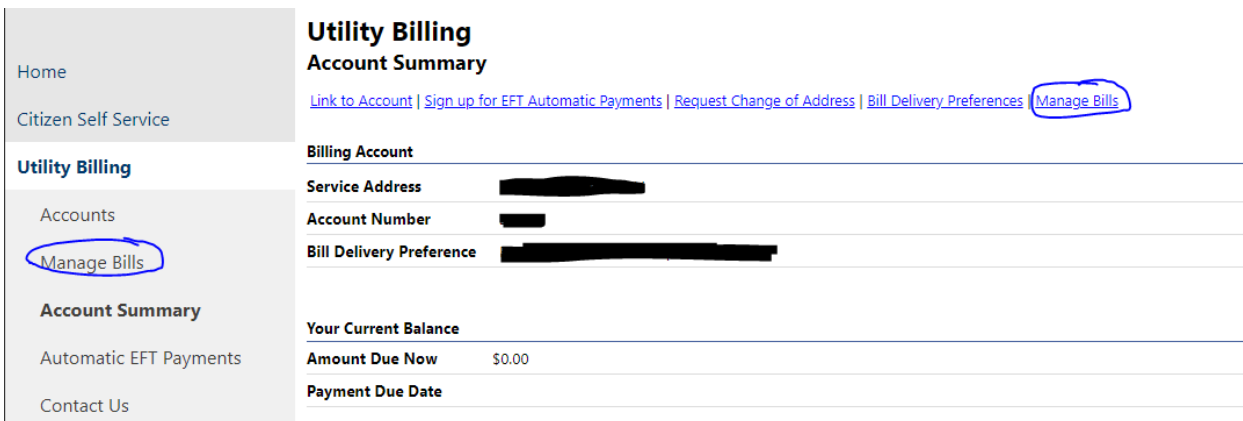
Then, enter the first 5 digits of your account number in the first box, and the last 5 in the second box.



You have successfully linked account if you see the Account and Customer number now listed. To get to the account, click on the account number which is hyperlinked (blue underlined).



From there you can navigate to see the account summary or manage bills to pay with a credit card.



8. Lastly, in the future, you will not need to follow these same steps, but just click on the option 1 verification such as Google, Apple, Microsoft, Facebook, or just enter your email address and click next to enter your password and login.

